

**Question for written answer E-008695/2016  
to the Commission**

Rule 130

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Subject: Insecurity in the 'contact centre' sector

In Spain, the 'contact centre' sector comprises companies that are being subcontracted in on a large scale to manage communication between the general public and public authorities via information hotlines (010, 012 and 060 numbers), as well as providing, for example, helplines for victims of gender violence (016), bullying at school (018) and health-related emergencies (061 and 112). Again by means of subcontracting, the sector is also branching out to provide services for large private companies, including in the banking, energy, telecommunications and insurance industries.

In Spain, this sector engages in unfair practices when it comes to temporary employment contracts, breaching the principles of equality and non-discrimination in the area of severance pay for permanent and temporary workers. Furthermore, shifting business around among different subcontracts is becoming an established method of increasing the insecurity of working conditions. These two situations, which are covered by Articles 17 and 18 of the state-level collective agreement on 'contact centres', constitute breaches of Directives 1999/70/EC and 2001/23/EC respectively.

Taking into account rulings such as that handed down by the Court of Justice of the European Union on 14 September 2016, which held that certain aspects of Spanish legislation are discriminatory and breach EU law:

- Will the Commission be looking into those breaches?
- Will it be taking steps to force Spain to comply with EU legislation?